

DTS Enterprise Incident Report August 2011

As of 9/6/2011

AGRC

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - First Contact Resolution		
	High	Low	FCR Total
AGRC	1	12	13
	0	3	3
Customer Company Total	1	12	13
	0	3	3

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	MIR Total
AGRC	1 0	12 6	13 6
Customer Company Total	1 0	12 6	13 6

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	ATTIR Total
AGRC	1 0.22	12 1.46	13 1.37
Customer Company Total	1 0.22	12 1.46	13 1.37

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	MR Total
AGRC	1 0	12 3	13 3
Customer Company Total	1 0	12 3	13 3

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	ATTR Total
AGRC	1 0.42	12 5.08	13 4.72
Customer Company Total	1 0.42	12 5.08	13 4.72

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Detail

INC000000321344	Matt Peters	Application	None	None		TIR Missed: No	TIR: 0.62
	Capitol Hosting	Shawn Lowry	AGRC	Low	Closed	TTR Missed: No	TTR: 0.62
INC000000356651	Matt Peters	Server	Performance	None		TIR Missed: No	TIR: 0.24
	Capitol Hosting	Joe Benson	AGRC	Low	Closed	TTR Missed: No	TTR: 0.37
INC000000358047	Steven Gourley	Network	Incident	None		TIR Missed: No	TIR: 0.74
	Capitol Hosting	Matt Dunlap	AGRC	Low	Closed	TTR Missed: Yes	TTR: 28.15
INC000000358446	Steven Gourley	Network	Incident	None		TIR Missed: Yes	TIR: 2.67
	Network Operations	Kelli Okumura	AGRC	Low	Closed	TTR Missed: No	TTR: 2.67
INC000000360078	Rick Kelson	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR: 1.10
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Closed	TTR Missed: No	TTR: 1.71
INC000000361139	Matt Peters	Network	Error	None		TIR Missed: Yes	TIR: 5.92
	Capitol Hosting	Conn Peterson	AGRC	Low	Closed	TTR Missed: No	TTR: 5.92
INC000000362850	Scott T Davis	Server	None	None		TIR Missed: Yes	TIR: 2.95
	Network Operations	Brant Davis	AGRC	Low	Closed	TTR Missed: Yes	TTR: 6.29
INC000000363326	Spencer Jenkins	Network	Error	None		TIR Missed: No	TIR: 0.62
	Capitol Hosting	Patrick Funk	AGRC	Low	Resolved	TTR Missed: No	TTR: 2.06
INC000000364499	Matt Peters	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR: 1.06
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Closed	TTR Missed: Yes	TTR: 7.74
INC000000365120	Mike Heagin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	AGRC	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000366892	Michael Foulger	Network	None	None		TIR Missed: No	TIR: 0.26
	Network Operations	J. L. Flack	AGRC	Low	Resolved	TTR Missed: No	TTR: 0.42
INC000000367450	Scott T Davis	Server	Error	None		TIR Missed: No	TIR: 0.22
	Capitol Hosting	Joe Benson	AGRC	High	Closed	TTR Missed: No	TTR: 0.42
INC000000370708	Matt Peters	Network	Error	None		TIR Missed: Yes	TIR: 1.35
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Resolved	TTR Missed: No	TTR: 5.06